



Work and Family Program Training Course



Welcome to the Work and Family Program Training Course

California Works When Families Come First.

- (Work and Family Labor/Management Committee)



Work and Family Program Training Course

Overview

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Overview: Welcome

California Works When Families Come First.

- (*Work and Family Labor/Management Committee*)

Welcome to the Work and Family Program Training Course!

Learning about Work and Family issues and benefits will help you to maximize employee productivity and morale while helping employees balance work and family demands. While this program was developed to assist supervisors and managers resolve work and family issues in the workplace, it is also intended as helpful information for all employees. We hope you will enjoy the course.

Following is a brief overview of what you will learn and information about how to navigate through the course. Click the *next* button below to continue.



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Overview: Program Objectives

This training program is designed to:

- Increase your knowledge of work and family issues and familiarize you with Work and Family Program benefits;
- Help you understand the loss of productivity that results when family concerns impair an employee's ability to devote full attention to job tasks;
- Help you recognize when an employee could benefit from a work and family solution;
- Develop your skills in using work and family solutions to resolve workplace problems;
- Provide a central resource so that you can suggest possible work and family options to an employee and guide them through the process as needed;
- Help you retain talented and productive employees.



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Overview: Course Topics

The training program is divided into four modules. You can work through the modules in sequence or navigate around the course to gather the specific information you need. A Resources section is also provided so that after completing the course, you can quickly locate direct links to websites and documents. Estimated completion time for each module is shown in the right column in the table below.

Module Title	Content	Time
The Importance of Work and Family Programs	Explains the background of the Work and Family Program and its importance to both the employer and the employee.	20 min.
Flexible Scheduling and Leave Programs	Outlines types of leave available under the Work and Family Program and scheduling options such as alternative workweeks, flextime and teleworking.	30 min.
Resource and Referral Service	Introduces the broad range of services available to help State employees locate dependent care services and counseling for handling difficult issues.	20 min.
Flex Elect and Reimbursement Programs	Highlights programs available to help you reduce dependent care and other family-related costs.	20 min.
Resources	Contains key reference information about Work and Family Program benefits.	N/A



Work and Family Program Training Course

Overview

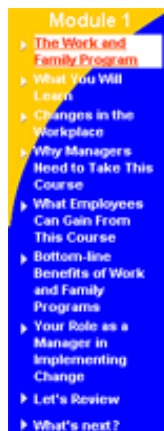
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Overview: Navigating the Training Course

You can easily navigate to any point in the course by clicking on the appropriate buttons. These buttons are located on the top navigation bar and/or the left sidebar of each page.

For example, you can access each Module by clicking on the **Modules** button on the top bar or by clicking on the **Course Map** button on the top bar. You can also return to *Home*, *Course Overview* or *Resources* by clicking on the appropriate buttons on the top bar.

[Home](#) [Overview](#) [Course Map](#) [Modules](#) [Resources](#)



Once you have started reviewing a module, the left sidebar will display the module sub-topics.

You can access any of the sub-topics by clicking on these listings. Also, there are left and right arrow buttons at the bottom of each page. Click on these arrows to go to the next page or to go back to previous pages:





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Overview: Printing

Printer-Friendly Downloadable Version

For those who would like a printed version of the training content, please click here to download a printer friendly PDF version. It is recommended that you print and retain a hard copy as a resource for future reference.

Download PDF(Download from course)



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Overview: Course Evaluation Information

Your opinion is important to us. This training program is designed to help managers and supervisors assist their employees with balancing work and family demands. This program is also designed as a helpful information source for all employees. Please complete and submit the course evaluation at the end of this training program so that we can update the training to better meet your needs.

Complete the [Course Evaluation](#).



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Overview: Certificate of Course Completion

At the end of each module, there will be a quiz to help you review what you have learned. You will be given an opportunity to obtain the correct answer.

You are encouraged to take this course to expand your own knowledge and to learn to deal effectively with work and family issues. To receive a printed **Certificate of Course Completion**, log in at the end of Module 4 and take the final quiz. Once you achieve a minimum 70% score, you will be able to print out a certificate containing your name.

Click the *Next* button on the lower right corner of the screen to begin Module 1.



Work and Family Program Training Course



Module 1

[The Work and Family Program](#)

[What You Will Learn](#)

[Changes in the Workplace](#)

[Why Managers Need to Take This Course](#)

[What Employees Can Gain From This Course](#)

[Bottom-line Benefits of Work and Family Programs](#)

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Module 1: The Importance of Work and Family Programs

The Work and Family Program

In 1999, AB 738 authorized the Work and Family Fund to establish the Work and Family Program for State employees.

In August 2000, California State employees were chosen at random to participate in a needs assessment survey. Key employee needs identified include:

- Time off for family member illness, routine medical appointments, and children's school-related activities;
- Flexibility in work schedule to attend to family needs;
- The need for a family-friendly workplace culture;
- Resource and referral information on dependent care;
- Day care available at or near the work place;
- Help with dependent care costs.

Work and Family Program Training Course

Module 1

The Work and Family Program

What You Will Learn

Learn

Changes in the Workplace

Why Managers Need to Take This Course

What Employees Can Gain From This Course

Bottom-line Benefits of Work and Family Programs

Your Role as a Manager in Implementing Change

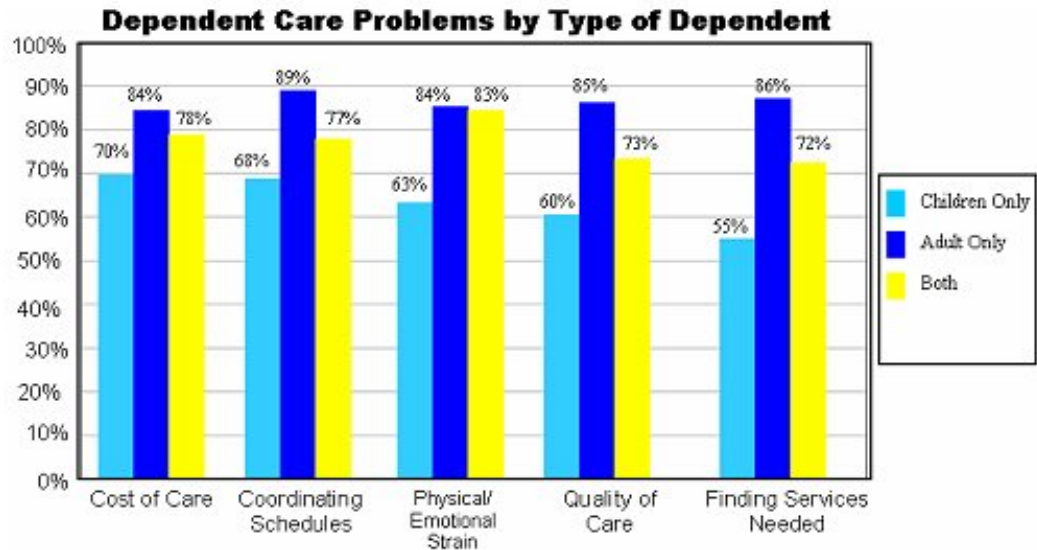
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Module 1: The Importance of Work and Family Programs

The Work and Family Program

Dependent care problems vary according to the type of dependent as shown in Figure 1.



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Module 1

The Work and Family Program

What You Will Learn

Learn

Changes in the Workplace

Why Managers

Need to Take This Course

What Employees

Can Gain From This Course

Bottom-line

Benefits of Work and Family Programs

Your Role as a

Manager in Implementing Change

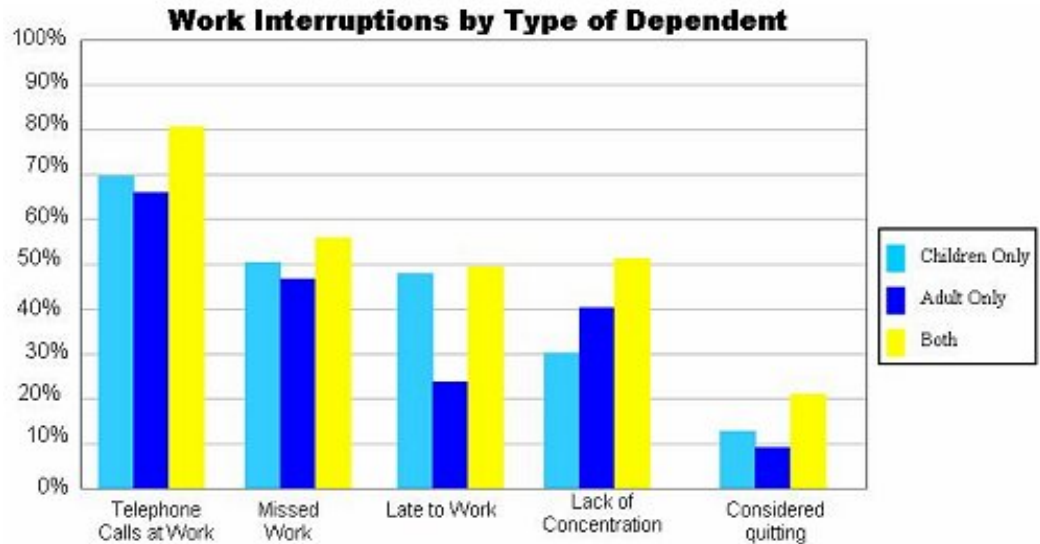
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Module 1: The Importance of Work and Family Programs

The Work and Family Program

Employees caring for both children and adults reported the greatest challenge with work interruptions:





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Module 1

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Module 1: The Importance of Work and Family Programs

The Work and Family Program



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Module 1: The Importance of Work and Family Programs

What You Will Learn

This module introduces some broad issues underlying the shift toward work/life integration policies, including:



- Societal trends affecting workplace demographics;
- The tangible value of family-friendly policies to both management and the employee;
- The role you take as manager in implementing options and benefits offered through the Work and Family Program.



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Module 1: The Importance of Work and Family Programs

Changes in the Workplace

Demographic shifts have taken place throughout the twentieth century. These have created dramatic changes in the nation's workforce. As seen below, these trends are reflected in the State workforce population surveyed.



Work and Family Program Training Course

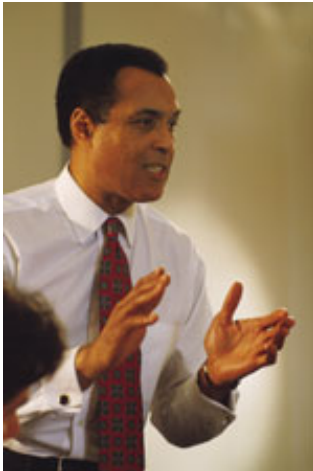
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Module 1: The Importance of Work and Family Programs

Changes in the Workplace

Leading organizations understand that the success of their business rests with their stakeholders—namely, their employees. Employees who are satisfied with their work environment tend to be loyal and productive.



When you feel good about what you're doing, where you work and the receptiveness of the people you work with, then you don't mind exceeding expectations and saying, "Sure, let me help you do that."

-- (Rank & File Employee)



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▶ Changes in the Workplace

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Module 1: The Importance of Work and Family Programs

Why Managers Need to Take This Course

The State of California embraces the concept of a family-friendly workplace and is dedicated to implementing work and family programs. This statewide training program was developed to:

- Clarify the roles and responsibilities of supervisors and managers to proactively seek practical solutions to employee work and family issues;
- Emphasize that the success of work and family programs depends on supervisors and managers working cooperatively with rank and file employees;
- Provide current policy information and programs available to State employees and management staff for addressing work and family issues that may arise;
- Stress the importance of applying work and family principles fairly and consistently, at all work sites, for all employees.

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Module 1: The Importance of Work and Family Programs

Why Managers Need to Take This Course



I think a lot of the time it boils down to who your supervisor is in your office. In my agency we have a very good office. But if you go to a nearby office there are different supervisors there. They lose staff constantly because they're not flexible. My supervisors are pretty flexible. If I need time off and something comes up—it's okay. I think this has a lot to do with retaining your staff and keeping them happy. – (Rank & File Employee)

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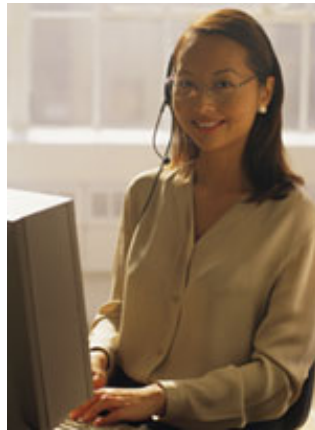
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Module 1: The Importance of Work and Family Programs

What Employees Can Gain From This Course

This course offers State employees a central resource for learning about the wide range of benefits and options available to them under the Work and Family Program. It illustrates some of the challenges supervisors face while implementing family-friendly policies in their organization. Shared knowledge gives staff and management a common basis to work from, and helps to develop a family-friendly workplace culture.



I'm only clerical support, and my manager understands when I call in and say I have to take care of a family issue. When my mother passed away there was a huge amount of court time because my sister contested the will. He was understanding, and allowed me to work a more flexible schedule.

– **(Rank and File Employee)**



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Module 1: The Importance of Work and Family Programs

What Employees Can Gain From This Course



In my instance, my administration office has been really good. I'm dealing with my mother, and she's now my priority. There may be times that I have to leave work. They've been really good working through this with me.

– **(Rank and File Employee)**



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Module 1: The Importance of Work and Family Programs

Bottom-Line Benefits of Work and Family Programs

Work and family programs reduce use of sick leave, increase retention of talented staff members and improve productivity. The Work and Family program offers supervisors and managers a strategic business tool for improving and maintaining employee productivity. A number of private sector companies have successfully instituted family-friendly workplace policies. Following are a few examples.



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Module 1: The Importance of Work and Family Programs

Bottom-Line Benefits of Work and Family Programs

Public agencies benefit just as much as private industry from implementing family-friendly programs. Following are a few examples.

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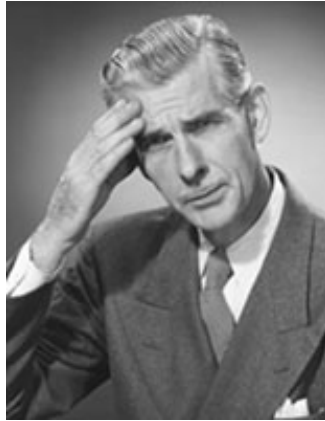
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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change

Many managers still cling to work principles that date back to a time when different values prevailed.



"I grew up with job first, family second"
-Manager

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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change

Society is dynamic. Advancements in technology, cultural and demographic shifts, and economic and societal environments all place stressors on the traditional family that did not exist in the post-industrial era.



I always tell my staff, "First take care of yourself. Second, take care of your family, and then take care of your job."
-Manager



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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change

Some senior managers view this paradigm shift as being a radical change in traditional work ethics. **It is.** The family-friendly culture is a change that finds widening acceptance in both public and private organizations. It is a change that the State of California now wants to see reflected in the workplace.

Change of this kind begins **at the top** of every organization. Focus group participants suggest that their manager's overall attitude or leadership style is the most important determinant of their department's family-friendliness. Supervisors and managers must be sensitive to the work and family issues affecting staff members within their organizational units.

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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change



I have known employees that have worked faithfully for the State of California for 23 years. Now they're at the stage where their parents are aging and they need to take time off to care for them. The ability to take time off depends on who the supervisor is. One supervisor may grant them time off to go to the doctor if a parent becomes ill or has gone to the hospital. But they may get another supervisor who is uncooperative.
– (**Rank and File Employee**)



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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change

Uniform application of work and family programs is a key issue for employees. Managers may have differing levels of support for family-friendly policies. Therefore, inequities in the allowed use of program benefits can occur within an organization. Clear support and direction for work and family programs must come from the top of each organization so that implementation is consistent. This allows managers and supervisors to support solutions uniformly across an organization for all employees.

The means by which each department or agency achieves a family-friendly culture will vary due to mandates, public service demands, and conditions under which the department or agency operates. The greatest strength of human beings is their ability to adapt to changing environments—physical, cultural, and social. Managers must therefore employ their judgment and planning skills to develop innovative methods for implementing family-friendly work options.

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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change

It needs to come down from Sacramento and [agency headquarters] that "This is approved, we are supporting this, we're going to work with people to have flexible work schedules."

– (**Focus Group Participant**)



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Module 1: The Importance of Work and Family Programs

Your Role as a Manager in Implementing Change

Your participation in this training course represents your willingness to respond to this need by becoming more informed about work and family programs.





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Module 1: The Importance of Work and Family Programs

Let's Review

Let's review principles learned in this module with a few questions. If necessary, you may refer back to the module to determine the best answer.

Take The Quiz



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- ▶ **What's next?**

What's next?



Now that we have reviewed the importance of work-life balance, let's survey some of the tools you can use to help employees achieve this.



Work and Family Program Training Course



Module 2

- ▶ [What you Will Learn](#)
- ▶ Flexible Scheduling and How it Can Be Implemented
 - ▶ Alternate Workweeks
 - ▶ Reduced Workweek
 - ▶ Job Sharing
 - ▶ Flexible Schedule
 - ▶ Teleworking
- ▶ Family Medical Leave Act
 - ▶ Employee Leave Options
- ▶ All Employees Can Benefit From FMLA
- ▶ The Manager's Role
- ▶ Let's Review
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Module 2: Flexible Scheduling and Leave Programs

What You Will Learn

This module will help you to:

- Understand the scheduling options available to help employees balance their work schedules with family life demands;
- Decide when a benefit may be appropriate and how it should be implemented;
- Choose from available tools to make it easier for you to implement work and family solutions;
- Understand how flexible scheduling is beneficial to unit productivity and employee morale;
- Understand the potential benefits that teleworking can offer.



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Module 2: Flexible Scheduling and Leave Programs

Flexible Scheduling and How it Can be Implemented

There are a lot of myths around why flexible arrangements may not work in a client-driven environment, that you can't have somebody on an 80 percent (availability) arrangement because for 20 percent of the time you're not going to be there for the client, and you always have to be available to your client. That's a myth. The fundamental is we hire very bright, well-educated, professional people who have a real commitment to their clients. The client wants top quality service and their expectations are exceeded. They have less interest in where or when we do the work.

(Kathleen Christie, Management Consulting Partner and National Director Human Resources for Deloitte & Touche LLP)

Flexible scheduling can mean different things—alternate workweeks, reduced time schedules, job sharing, flex time, telework, employee leave programs, as well as other options. These flexible scheduling options can provide employees with time to attend to family demands while still meeting work needs.



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Module 2: Flexible Scheduling and Leave Programs

Alternate Workweeks

An alternate workweek is one that differs from the traditional 8 hours per day / 40 hours per week schedule. Common alternate workweeks include the 9/8/80 or 4/10 schedule. Some work sites will accommodate a 3/12 schedule, such as in public safety positions where the need for 24-hour coverage is high.

As a manager, you may want to consider an alternate work schedule if sufficient staffing exists to cover operational needs. You should:

1. Consider the positive or negative impact an alternate work schedule will have on the operation as a whole;
2. Consider the potential benefits that can result from improved employee morale;
3. Measure these potentials against the employee's ability to maintain workload demand within the context of the alternate schedule.



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Module 2: Flexible Scheduling and Leave Programs

Alternate Workweeks

You may want to begin with a trial period and then evaluate to determine if the alternate workweek is a good match for the employee and the operation.

The solution may be as simple as making slight modifications in the workflow process. In some cases, one change might satisfy the needs of several employees who need flexible scheduling. Consider whether your office experiences predictable variations in the workload that might allow for short-term alternative workweeks.

Some permanent employees may want to work less than full-time due to family demands. The employee can work a reduced workweek, split job duties with another employee, or try a flexible schedule arrangement. Let's look at each:



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Module 2: Flexible Scheduling and Leave Programs

Reduced Workweek

Instead of the traditional 5 day /40 hour week, a permanent employee can work 3/5 or 4/5 time. This allows the employee to retain their benefits while adjusting their schedule to meet family demands.

Note: Permanent Intermittent employees need to work enough hours to maintain benefits, and are subject to different guidelines, depending on the situation. Seasonal employees, whether working part-time or full-time, are also subject to different guidelines. In all cases, check with your Personnel Office.

As a manager, your operation can benefit from the salary savings, and you can retain a valuable employee who may wish to return to a full schedule at a later date. In most cases, you can adjust a work schedule in order to help a valuable employee balance conflicting work and family demands. To explore this option, coordinate with your Personnel Office.

Following is the first in a series of multimedia dialogues you will review during this training program. These dialogues are designed to illustrate work and family issues you may encounter. Please be patient as the sound component loads onto your computer; it may take 1 - 3 minutes, depending on your level of internet access.

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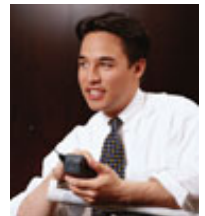
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Reduced Workweek



Employee: "Ever since my husband became chronically ill it's been so hard to keep up with things. I can't continue this pace of taking him to his weekly doctor visits, doing all the housework, and caring for him in the evenings. I feel so tired all the time. If only I could work 3 days a week instead of 5! We don't need the money as much as I need the time off to keep up with everything at home. I may need to quit working, even though I like my job. I don't know what else to do."

Manager: "Why not consider a reduced-time workweek? For example, you could work 3/5 time. You would still be able to cover most of the work, yet have the time that you need to help at home. Let's talk with the other team members to determine if this will work for everyone."



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Reduced Workweek



Employee: "Do you think this might be possible?"

Manager: "Let's take a look at the schedule and your workload to see what can be done. If we consider all of the options as a team, we may be able to come up with a solution that works for everyone."

Employee: "That would be wonderful. I want to continue working; I just can't work full-time. I didn't realize there were other options."



Manager: "You're a valuable part of the staff. It's in everyone's best interest to find a way to keep you on board. I'm confident we can work something out."



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Job Sharing

Two employees may want to share the same 40 hours per week position, so that they can individually work less than a 40-hour week, but collectively fulfill the responsibilities of a single position. While it's common for two employees in the same classification to job share, this may not be required.

Much depends on the interests and capabilities of the players, and the willingness and creativity of the manager to develop a win-win agreement. To explore this option, coordinate with your Personnel office.



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Flexible Schedule

An employee may need to arrive and depart at different times each day, while still completing a 40-hour week. For example, an employee may work 9:00 – 5:30 one day, and 7:30 – 4:00 the next. There can be many different variations. As long as program needs are being met and the employee is fulfilling their time commitment, you may consider allowing the employee to exercise flexibility in arrival and departure times.

Flexible scheduling can take many different forms. Often it comes down to good, clear communication between supervisors and staff, together with a willingness to look for a mutually beneficial goal.

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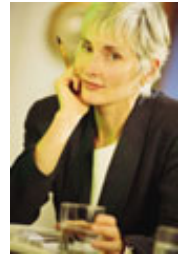
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Flexible Schedule

Example - Arrival and Departure Times at Work:

Jean: "My daughter will be starting grade school next month, and I'm worried about how I will be able to get to work on time in the mornings. My husband can take her to school on Tuesdays and Thursdays, but on Monday, Wednesday, and Friday I have to take her in. There isn't enough time for me to get from the school to the office by 8:00 on these days, and I may be about 20 - 30 minutes late by the time I arrive. I care about my job, but don't know what to do. We can't afford to hire someone to help with this situation. If only there was a way I could be in two places at once!"



Supervisor: "You don't need to be in two places at once, Jean. You just need some flexibility in your schedule. What if you were to work your regular shift of 8:00 - 4:30 on Tuesdays and Thursdays, and work 8:30 - 5:00 on MWF?"

Jean: "Do you mean I could do this? I thought all staff had to be at the office by 8:00 am.."

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Flexible Schedule

Example - Arrival and Departure Times at Work:

Supervisor: "My concern is that the work gets done. If you believe you can accomplish your work on a flexible schedule I am willing to consider this option."



Jean: "I would be so relieved to know that my child will get to school safely. And I could still meet my responsibilities at work! It never occurred to me that we could arrange something like this. When can we begin?"

Supervisor: "Let's talk to the other staff and look at this from a team perspective. If all goes well we should be able to give this a try."

Jean: "Thank you so much!"

Supervisor: "You're welcome, Jean."

*Along with flexible scheduling options, you might also want to consider **teleworking** as a means to resolve work-family conflicts.*



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Teleworking

Telework, or 'telecommuting,' occurs when an employee performs work away from the work site while staying connected through remote access capability. Options include working from home, at an office near home, or from a satellite office.

In today's workplace, telework can be a viable option for State employees. Many State departments have approved telework policies in place. Several departments have telework coordinators who provide information to managers and staff on departmental policy.

In most situations, employees have full access to voice mail and e-mail, and in some cases, they may be connected through multi-point telephone or videoconferencing meetings.

Administrative Law Judges are more relaxed and their production has improved dramatically. All in all, it really has worked for us.
– (**California State Department of Social Services**)



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The Benefits of Teleworking

In addition to the common benefits including increased productivity, efficiency and morale of employees, telework offers you a number of organizational and societal advantages:

- Retaining or attracting employees with scarce expertise or talents;
- Enhancing the quality of work life for injured or disabled employees;
- Decentralizing staff as a pre-emptive measure toward disaster-preparedness;
- Reducing departmental office space requirements;
- Reducing traffic congestion;
- Reducing auto emissions

Teleworking can be suitable for employees who must maintain concentration while analyzing data, writing, or producing reports.



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Manager's Checklist for Teleworking

Managers and employees need to understand that telework is not for everyone. Motivation and self-discipline are required on the part of the employee to accomplish work in an alternate setting. Some employees can efficiently telework while others cannot. Also, some work sites need to have staff physically present to accomplish tasks, while other operations can work interdependently with remote employee participation.

Every organization is different. As a manager, you should consider these steps when evaluating a telework option for an employee:

- Assess the needs of your operation;
- Set aside time for a discussion with the employee to consider how a telework assignment will benefit the employee and the organization;
- Evaluate your employee's ability to effectively work away from the work site;
- Consider the positive and negative (if any) impacts;



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Manager's Checklist for Teleworking (Continued)

- Determine how many hours per week the employee will telework, vs. time to be spent at the office. This can range from 4 to 40 hours a week;
- Draft a telework agreement with the employee, outlining how work is to be accomplished;
- Clearly define policies and establish telework agreements before you approve this option;
- Set a trial period with regular meetings to evaluate effectiveness;
- Continue to evaluate and adjust as needed.

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Teleworking

Teleworking Example, Part I:

Jill: "It's so hard to try and complete all my assignments with the distractions here at the office. I could get more done more efficiently if I were able to work at my home office. Plus, dealing with traffic and parking every day takes so much time. It really wears me out."



Carl: "Why don't you talk to our manager, Joanne, about telework? I've heard of other staff who telework 1 or 2 days a week. They save travel time and accomplish all of their work."



Jill: "Do you think Joanne would consider this as an option for me? How would I approach her? What should I say?"

Carl: "Talk to her about how a telework agreement will benefit the department by allowing you to accomplish your tasks more efficiently. I think there may even be a telework policy and application forms on file."

Jill: "Good idea. I'll check with her today."

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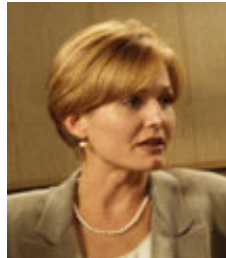
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Teleworking: Teleworking Example, Part 2:

Jill: "Joanne - can I talk to you about telework?"

Joanne: "What do you have in mind?"

Jill: "I have a lot of writing assignments each week, usually between 8-16 hours' worth. I believe that I could get these done more efficiently if I were able to work in an environment that is free from distractions. If I worked from my home office I could accomplish more, and I would still be reachable by voice mail and e-mail. Would this work for you?"



Joanne: "I'm willing to consider it. What about distractions at home?"

Jill: "There are none. My husband works and the kids are at school all day. I would be able to devote all my attention to the job."

Joanne: "Do you think you would have the self-discipline to focus on your work?"

Jill: "I know I would. Why not give me a chance? We could try this out for a month. If it works we could set up a longer-term agreement."

Joanne: "Let's start with 8 hours a week and see how things go. If it works for everyone, then we can revisit having you telework additional hours. Will this work for you as a start?"

Jill: "Yes, I think that's a logical beginning."

Joanne: "Good. Let's begin by reviewing the telework policy and forms..."



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Teleworking

There are many different ways that employees can telework, and policies will vary from one organization to another. The key factor to consider is how a telework agreement will improve productivity for both the employee and the organization.

Remember, while it can be a valuable tool for some, telework is not for everyone. Not all employees have the self-discipline to work away from the office, and not all work can be done from a remote location. However, if a telework option seems viable, it may be worth considering. Review your department policy guidelines, along with the impact to your staff, to help you make an informed decision when the question arises.



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Successful Telework Agreements

Successful administration of a telework arrangement rests largely upon your satisfaction that the employee demonstrates good performance and exhibits a responsible work ethic. It is equally important that both you and the employee understand and adhere to the terms of the telework agreement.

Monitoring and ongoing evaluation of telework agreements is also essential to successful administration. You may need to maintain closer communication with teleworking employees, especially during the initial "break-in" period.



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Successful Telework Agreements

For more information on telework policies and sample telework agreements, please visit:

- <http://www.dpa.ca.gov/telework/teleworkmain.shtm>
- <http://www.dpa.ca.gov/telework/resources/home.shtm>
- http://www.dpa.ca.gov/telework/tele_guide.pdf
- <http://www.workfamily.com/>

Now that we've looked at flexible scheduling examples, let's take a look at how the Family Medical Leave Act enables employees to take family-related leave:



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Family Medical Leave Act

Approximately 83% of the survey respondents ranked time off for family member illness as being their biggest concern. Programs at both the federal and state level exist to help State employees take family-related leave.

The Family Medical Leave Act of 1993 (FMLA) is enforced by the Wage and Hour Division of the U.S. Department of Labor. It guarantees employees up to 12 weeks of job-protected, unpaid family and medical leave to recover from illness, or to care for an ill family member. The employee retains all benefits during the leave period.

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Family Medical Leave Act

Under the FMLA, a pregnancy disability qualifies as a serious health condition and runs concurrently with California pregnancy disability leave. Studies support the favorable effect that parental leave has on pediatric health, so pregnancy/parental leave are also available for the birth or adoption of a child.



Because my son was autistic, I was able to use family medical leave. I'm using it one day a week. I get to spend another day at home helping my son, and that has helped me.

– (Focus Group Participant)



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Employee Leave Options

There are a number of options employees can use to help balance work and family demands. Click on the following [table](#) to view lists of the different types of leave available under the FMLA.



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Employee Leave Options

NOTE:

Guidelines for these benefits may vary depending upon the employee's bargaining unit. Employees are encouraged to contact their departmental Work and Family Representative, their Bargaining Unit, or their Personnel Office to learn more about their rights and benefits under FMLA.

For more detailed information regarding FMLA eligibility requirements, see <http://www.dpa.ca.gov/textdocs/freepmls/wordformat/PML2003051.DOC>.

FMLA encompasses:

- Biological children
- Stepchildren
- Adopted children
- Foster children
- Legal wards
- Legal guardians' children



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Employee Leave Options

For more information on the Family Medical Leave Act, please visit:

<http://www.dpa.ca.gov/statesys/dpa/fmlamain.shtm>

For complete information on eligibility and entitlements, see:

http://www.unlv.edu/Human_Resources/Benefits/fmla.html

For a comprehensive listing on different types of leave programs and related bargaining unit information, see:

**California State Employees Handbook to Work and Family Program Benefits
(Download from the course)**



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All Employees Can Benefit From FMLA

Let's debunk an urban myth:

Single mothers get away with something others don't. It creates conflict among staff. Full days are not being put in and other employees want action.

– (**Manager**)



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All Employees Can Benefit From FMLA

The fact is that work and family programs **do not** just benefit single mothers. Families are a lifetime commitment, so employees' needs for work-family programs can change over time. Many employees may exercise these benefits when they begin caring for aging parents.

- About 40% of survey respondents said they are likely to take FMLA-related leave within the next 5 years.
- 80% of Work and Family Survey respondents between the ages of 21 to 35 reported the cost of dependent care as being a major concern. A similar pattern develops for employees over 55, who are caring for aging family members.
- Although adult dependents appear to present the largest care problem, employees with child dependents report the greatest number of work interruptions.

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All Employees Can Benefit From FMLA

Over the span of a typical working life, **everyone** benefits in one way or another from work and family programs.

By being a knowledgeable resource to your employees on work and family options, you can help them balance work with family demands and increase their productivity.





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The Manager's Role

Knowledge and attitude of leave takers' supervisors played a key role in influencing the quality of leave.

– (Work and Family Committee)

When skilled employees leave the workforce, there is considerable loss of productivity and an increase in retraining costs. In order to mitigate any potential long-term compromise to their operational units, managers must:

- Recognize situations in which flexible scheduling or leave might permit an employee to attend to health or family issues;
- Determine which specific programs might be best for a particular employee;
- Help employees understand their options and work with them to set up a mutually beneficial plan that maintains the workflow.



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The Manager's Role



I should have been told about Family Medical Leave five or six years ago. Management never spoke a word to me even though I asked them time after time to work part-time. I have children with special needs. They never gave me any help.

– **(Rank & File Employee)**

As a manager, you can help employees understand what options are available, and work with them to set up a plan that works best for both you and your employees while still getting the work done.



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The Manager's Role

There is no mandate that managers provide alternate work schedules for employees. However, you may find that working closely with your staff in a carefully managed process will increase morale and productivity.

Let's review principles learned in this module with a few questions. If necessary, you may refer back to the module to determine the best answer.



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Let's Review

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Work and Family Program Training Course

Module 2

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 - ▶ Alternate Workweeks
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- ▶ Family Medical Leave Act
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- ▶ All Employees Can Benefit From FMLA
- ▶ The Manager's Role
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What's next?



Now that we have reviewed flexible scheduling and leave programs, let's look at the Resource and Referral Program and Employee Assistance Program.



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Module 3: Resource and Referral Service

What You Will Learn

- The far-reaching impact that dependent care issues have on workplace productivity.
- The wide range of services available to employees for dealing with dependent care issues and life events.





Work and Family Program Training Course



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Module 3: Resource and Referral Service

What You Will Learn

Family matters and life events create stressors that can manifest themselves in the workplace in the form of reduced productivity and inattentiveness to detail. Researching and selecting from different dependent care options is very stressful and time-consuming.

My mother-in-law had an aneurysm 24 years ago and she has been paralyzed ever since. We had to finally put her into a nursing home a year and a half ago. Finding a care center was very difficult. We didn't have anyone we could turn to for information.

– **(Focus Group Participant)**

More than 72% of workers caring for children and/or adult dependents reported that they had problems finding a proper care facility. For example, it takes an average of 40 hours to locate a dependable source for childcare. The challenge of managing life events negatively impacts an employee's morale and their ability to concentrate on their job.

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Module 3: Resource and Referral Service

Where to Turn for Help



The State provides two programs that help employees deal with life issues.

- Work and Family Resource and Referral Service
- Employee Assistance Program

Let's first summarize programs available through the Resource and Referral Service.

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Module 3: Resource and Referral Service

Work and Family Resource and Referral Service

The Work and Family Resource and Referral Service provides comprehensive counseling, education, and referral services to assist employees with dependent care needs. It is cost-free to California State employees and is available 24 hours a day, 7 days a week by toll-free telephone or on the Internet. Some key services the Resource and Referral Service offers assistance with include, but are not limited to:

Childcare

- Adoption
- Gifted and talented programs
- Prenatal care
- Au Pairs
- In-home childcare
- Special education
- Childcare centers
- Parenting
- Summer programs

We're here to make your life easier.

Whether you need referrals to child or adult care providers or information on parenting or caregiving, the Work and Family Resource and Referral Service for California State employees is an added resource that will make your life easier.

Resource Information and Referrals:

- **Affordable Child Care**
 - Parental and Relative
 - Child Care Options
 - Summer Care
 - Backup Care
 - Special Needs
 - Before and After School Care
 - Children's Health/Habilitation
- **Comprehensive Elder Care**
 - Care Options
 - Counseling Issues
 - Home Care
 - Senior Health
 - Medicare/Medicaid

Take advantage of this free service 24 hours a day 7 days a week
www.dfwrcs.com • Call Toll Free 1-800-886-7625
 1-800-873-1322 (TTY phone)



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Module 3: Resource and Referral Service

Work and Family Resource and Referral Service

Adult Care

- Adult daycare
- Home care
- Insurance
- Chore/Home maintenance service
- Homemakers/companions
- Medicare/Medicaid
- Financial/Legal issues
- Hospice
- Social Security



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Module 3: Resource and Referral Service**Work and Family Resource and Referral Service**

The following scenarios will help illustrate how you, as a supervisor or manager, can help direct your employees to the right resource for dependent care:

Example 1 - Adoption Services:

Employee: "My wife and I have decided to adopt a child. But we are unsure where to begin. How do you choose a quality adoption agency? How do we ask the right kinds of questions that will lead us to the child we hope to adopt? How do we prepare for this life-changing experience as adoptive parents?"

Manager: "The Work and Family Resource and Referral Service offers information on adoptions, parenting, child development and much more. The service is available 24 hours a day, 7 days a week. All you need to do is call the toll-free number at 1-866-896-1935 or visit the website at www.lifecare.com and learn all about this comprehensive service."

Employee: "Wow! I had no idea this program existed. Can they tell me about daycare options also?"

Manager: "Yes, plus much more. You can even talk to a customized case management specialist. Just give them a call."

Employee: "Thanks so much for telling me about this great resource!"

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Module 3: Resource and Referral Service

Work and Family Resource and Referral Service

Example 2 – Elder Care:

Employee: "I'm so stressed out. My mother isn't able to care for herself anymore. We need to find an affordable, licensed daycare facility for her, but I have no idea how or where to begin looking. I've looked all over our area and haven't been able to find a thing. What am I going to do?"



Supervisor: "The Work and Family Resource and Referral Service should have the information you need. It's a 24 /7 service that provides State employees with counseling, education, and referral services on child and adult care. They even provide case management specialists to help with your specific needs."



Employee: "How does this service work?"

Supervisor: "You just visit the website or call the toll-free number. You will be connected to a specialist who can help you with your elder care needs. Here is a brochure that will tell you more about the service..."

These are just a few examples of how you, as the supervisor or manager, can help your employees connect to the resource information they need. The simple act of offering encouragement, resource information, and being supportive to employee needs can often make the difference between having a productive employee or one who is frequently absent.



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Module 3: Resource and Referral Service

How the Work and Family Resource and Referral Service is Administered

When an employee calls the toll-free number:

1. A trained specialist answers the phone and interviews the employee to determine specific care needs;
2. The employee's request for information is fulfilled within minutes and is relayed by phone, fax, U.S. mail or e-mail;
3. Customized case management referrals for dependent care facilities in the employee's community are issued within 3 to 5 days;
4. Case management specialists follow up on each referral in order to further assist the employee if needed.



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How the Work and Family Resource and Referral Service is Administered

If an employee visits the website, they will need to register before their initial login. To access services they will need to take the following steps:

1. Enter the following URL in the browser: <http://www.lifecare.com>
2. Click "Member Login"
3. Click on the "New User? Click Here to Register" link
4. Enter the Company Code: **california** (case sensitive), and then click on the "?" icons for on-screen instructions on how to complete the one-time registration form.

*Note: Employees who are having difficulty accessing or navigating the site can contact the **Help Desk** at: 1-888-604-9565.*



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Module 3: Resource and Referral Service

How the Work and Family Resource and Referral Service is Administered

After logging into the website, employees will have full access to comprehensive information on dependent care issues. They can search the site for information or request a call from a specialist. They can even store information in their own "Resource Center," a website created specially for the employee.

Kate (LifeCare Specialist) got me the resource information extremely fast, and she was courteous and professional on the phone. I appreciate your services. It afforded me the opportunity to compare different daycare facilities. Thank you.

—(State Employee)

More than 98% of State employees using the Resource and Referral Service rate it as being "Good" to "Excellent." They stated that the service gave them the peace of mind necessary to focus on their jobs.



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How the Work and Family Resource and Referral Service is Administered

*I had received a list of referrals (for in-home care for my mother) from a community source a little over a year ago. We used the information with mixed results. My mother was feeling vulnerable and was reluctant to try again. The source your consultant gave me was more than satisfactory. They were able to send us a caregiver that was the **perfect** match for my mother on the very first try. She is outstanding, and my mother is not only very happy but feels safe, and that she can trust this lady. We not only have the best caregiver we've ever had, we are saving approximately \$500 per month when compared with our previous arrangements. Thank you so much!*

—(California State Employee)

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How the Work and Family Resource and Referral Service is Administered



I would not have been able to return to work by the scheduled date without this service. I would have gone through a long search for childcare through newspapers and classified ads and taken the risk of meeting the wrong people. Before my friend forwarded me this program, I was stressed and worried about who would be taking care of my baby, since the original person I had in mind quit the business. Once I found out about the Resource and Referral Service, I felt much more at ease.

—(California State Employee)



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Module 3: Resource and Referral Service

For Complete Information

Learn about all these and other comprehensive counseling, information, and referral programs provided by the **Work and Family Resource and Referral Service**.

- Visit the Resource and Referral Service website:
www.lifecare.com or
- Call toll-free:
1-866-896-1935
1-800-873-1322 (TDY)



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Module 3: Resource and Referral Service

Additional Referral Services - EAP

- The **Employee Assistance Program** (EAP) offers support and information for eligible State employees who are coping with difficult life situations. Services include:

Clinical Counseling

Your EAP can provide an assessment, assistance, and referral to additional services when needed. Both face-to-face and telephonic counseling are available, and eligible members are entitled to a number of counseling sessions per problem type, per benefit period, for a variety of issues, including:

- Alcohol abuse
- Drug Abuse
- Marriage and Family Issues
- Emotional, Personal and Stress Concerns



Work and Family Program Training Course

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Module 3: Resource and Referral Service

Work and Life Services

Telephone consultations are available for:

- **Legal Concerns** – Advice on family law, consumer issues, landlord/tenant disputes, personal injury, contracts, and criminal matters.
- **Financial Issues** – Help for budgeting, credit issues, and financial planning.
- **Child and Elder Care Assistance** – Help identifying care-giving needs and options, and in accessing available community and financial resources.
- **Federal Tax Assistance** – Help for IRS audits and unfilled or past-due tax returns.
- **Pre-Retirement Planning** – Guidance for planning a quality retirement.
- **Organizing Life's Affairs** – Help with organizing records and vital documents, and with arranging "final details" for a loved one.
- **Concierge Services** – Referral for everyday errands, travel, event planning and more.

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The Manager's Role

As a manager or supervisor, it is important that you are aware of your employee's performance so that you can ask appropriate questions if you observe a decline in performance or an increase in absenteeism. As you become aware of major changes to an employee's family life (a new child, a parent's declining health, etc.) you should be proactively thinking about helping the employee find resources and information that will make their change a smoother one with less impact on work productivity.

The department EAP Coordinator has copies of a Supervisor's Handbook that helps you learn to recognize warning signs that an employee may be facing personal issues, which can affect their work. You can download a **pdf version here(Download from course)**.

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Module 3: Resource and Referral Service

The Manager's Role



You can also link to the EAP website to access Resources for Supervisors, (including the Supervisors Handbook) at: <http://www.dpa.ca.gov/benefits/other/eap/eapmain.shtm>

To access the EAP Management Consultant Service, you can call this number 24 hours a day, 7 days a week:
(866) 327- 4762
(800) 327- 0801 (TDD)

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The Manager's Role

Safe and reliable dependent care is often a major concern for employees, and they will not know where to begin looking, or how to make a confident choice of a dependent care provider. This challenge can have a direct impact on employee morale and level of work performance. Employees work more productively when they are assured that their loved ones are receiving proper care.

As a manager, you can tell your employees about the Work and Family Resource and Referral Service and provide them with the contact information to access the service. You should be familiar with what this service provides so that you can brief your employees on what is available.

Let's review principles learned in this module with a few questions. If necessary, you may refer back to the module to determine the best answer.



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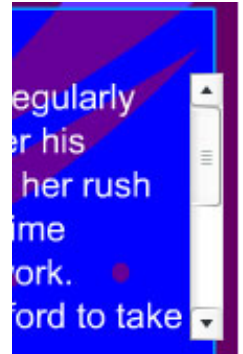
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Module 3: Resource and Referral Service

Let's Review

While taking this quiz, use the scroll bar on the right side of the page to read the entire scenario and question. (See example in image at right).



[Take The Quiz](#)



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What's next?



Now that we have reviewed the Resource and Referral Service and the EAP Program, let's look at cost-saving reimbursement programs such as FlexElect.



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Module 4: FlexElect and Reimbursement Programs

What You Will Learn

FlexElect is a program for State employees that enables them to set aside part of their wages into reimbursement accounts to pay for certain qualified expenses with pre-tax dollars. Employees can reduce their tax liability by specifying a sum to be deducted from their gross earnings.

This module will provide you with information about:

- How the FlexElect Program works;
- Different types of FlexElect Reimbursement Accounts;
- How using FlexElect can help State employees save money;
- Other types of reimbursement programs.



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Module 4: FlexElect and Reimbursement Programs

The FlexElect Program

Employees may express concerns about the high cost of dependent care and medical care. Many employees have the responsibility to provide care not only for infants and children, but also for dependent adults. This can be a stressful situation for employees who are trying to balance work and family demands, and who may feel caught in the middle.

The cost of dependent daycare can be substantial. Average cost for a single day of childcare can exceed \$40, and daycare for a disabled or elderly adult can cost considerably more. Medical cost for a single illness can cost thousands of dollars.

Frustration, fatigue, and absenteeism can be the result for employees facing these challenges. The subsequent impact on the workplace from lost employee time affects everyone.

As a manager, you can offer your employees helpful information on how to help balance the high cost of daycare and medical expenses by telling them about the *FlexElect Program*.

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Module 4: FlexElect and Reimbursement Programs

Dependent Care Reimbursement Account



Employees who have used this program have realized considerable tax savings and reduced their overall daycare costs. Money to cover eligible dependent care expenses is deducted from employees' paychecks prior to paying federal, state, and social security taxes, thereby reducing their taxable income. Money placed in this account can then be reimbursed to employees as they incur eligible dependent daycare expenses.



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Module 4: FlexElect and Reimbursement Programs

Medical Reimbursement Account

Employees who use this program can save hundreds of dollars on medical costs. By specifying an amount to be deducted from their paycheck prior to paying federal, state, and social security taxes, employees can reduce their tax liability. Money placed in this account can then be reimbursed to them as they incur eligible medical expenses.



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Module 4: FlexElect and Reimbursement Programs

How Employees Enroll and to Learn More:

Employees must complete a STD. 701R, FlexElect enrollment form during the open enrollment period each year. This generally takes place during the months of September and October. Employees must re-enroll each year during open enrollment to participate again the following year. For more information and application forms, employees should contact their Personnel Office to obtain a FlexElect Handbook. For more information, please visit:

<http://www.dpa.ca.gov/benefits/flex/reimbursement.shtm>

There are also several other types of reimbursement programs available.

Examples include:

- FlexElect Cash
- CoBen Cash
- Rural Health Care Equity Program
- Pre-Tax Parking Reimbursement Account



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Module 4: FlexElect and Reimbursement Programs

FlexElect Cash Option

Please review the list below, with links to more detailed information:

Employees can receive cash in lieu of their State-sponsored medical insurance and/or dental benefits. To be eligible for the cash option, employees must have medical and/or dental coverage through another source. When considering this option, employees should check to ensure that their other insurance provides adequate coverage for themselves and their family. For more information, please visit:

<http://www.dpa.ca.gov/Benefits/Flex/Cash.shtm>

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Module 4: FlexElect and Reimbursement Programs

CoBen Cash Option

Employees covered by CoBen (Consolidated Benefits) health and dental benefits have the choice to enroll in a CoBencash option to receive cash in lieu of health and dental benefits, or in lieu of health benefits only. For more information, please visit:

<http://www.dpa.ca.gov/benefits/coben/cobenmain.shtm>





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Module 4: FlexElect and Reimbursement Programs

Rural Health Care Equity Program

Government Code Section 22877 established the Rural Health Care Equity Program (RHCEP) to provide reimbursements of certain health care expenses for State employees and annuitants living in California who do not have access to a Health Maintenance Organization (HMO). For more information, please visit:

<http://www.dpa.ca.gov/benefits/health/rural/ruralmain.shtm>



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Module 4: FlexElect and Reimbursement Programs

Pre-Tax Parking Reimbursement Account

The Pre-Tax Parking Reimbursement Account Program is a voluntary payroll deduction program that allows State employees to deduct a specified dollar amount for work-related parking fees. Money is deducted from an employee's paycheck prior to tax deductions. As a result, taxable income is reduced. Once the pre-tax parking deduction is established, it continues without interruption until terminated or changed by the employee. At the end of the tax year, the SCO will report employees' taxable income as usual and exclude the amount of the pre-tax parking deduction from their gross taxable income. For more information, please visit:

<http://www.dpa.ca.gov/benefits/other/parking/pretax.shtml>

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- ▶ The Manager's Role
- ▶ Let's Review
- ▶ What's next?

Module 4: FlexElect and Reimbursement Programs

The Manager's Role



As a manager, you should be familiar with the different types of reimbursement programs available to State employees so that you can brief staff and direct them to more detailed information. When you hire new employees, it would be a good idea to make sure they receive information about the pre-tax reimbursement accounts available to them.

Let's review principles learned in this module with a few questions. If necessary, you may refer back to the module to determine the best answer.



Work and Family Program Training Course

Module 4

- ▶ What you Will Learn
- ▶ The FlexElect Program
 - ▶ Dependent Care Reimbursement Account
 - ▶ Medical Reimbursement Account
- ▶ How Employees Enroll/Learn More
 - ▶ FlexElect Cash Option
 - ▶ CoBen Cash Option
 - ▶ Rural Health Care Equity Program
 - ▶ Pre-Tax Parking Reimbursement Account
- ▶ The Manager's Role
- ▶ **Let's Review**
- ▶ What's next?

Module 4: FlexElect and Reimbursement Programs

Let's Review

[Take The Quiz](#)

Work and Family Program Training Course

Module 4

- ▶ What you Will Learn
- ▶ The FlexElect Program
 - ▶ Dependent Care Reimbursement Account
 - ▶ Medical Reimbursement Account
- ▶ How Employees Enroll/Learn More
 - ▶ FlexElect Cash Option
 - ▶ CoBen Cash Option
 - ▶ Rural Health Care Equity Program
 - ▶ Pre-Tax Parking Reimbursement Account
- ▶ The Manager's Role
- ▶ Let's Review
- ▶ **What's next?**

What's next?

Congratulations! You have completed the Work and Family Program online training course. Before you exit the site, please take a moment to complete the [Course Evaluation Form](#) and submit it electronically. We really want to hear from you! (You will be returned to this page after submitting the evaluation so that you can complete the next step.)

If you would like a printed "**Certificate of Course Completion**" for your own records, please [log-in and take the final quiz](#). The quiz is designed to provide you with instant feedback on incorrect answers. Once you've successfully completed all questions, you will be able to print a certificate of completion.

[Take Final Quiz](#)

[Complete Course Evaluation](#)

For future reference you may wish to visit the Resources Module. This module includes direct links to several websites for more information about Work and Family programs. To access the Resources Module, simply click on the *Next* button below.



Work and Family Program Training Course



Resources

- ▶ [Work and Family Web Site](#)
- ▶ Leave Programs and FMLA
- ▶ Teleworking
- ▶ Resource and Referral Service
- ▶ Employee Assistance Program
- ▶ FlexElect and Reimbursement Programs
- ▶ Dependent Care Grants

Resources

Work and Family Web Site

The following indexes provide rapid access to resources and reference material that were discussed in this training course.

Learn more about the Work and Family Program, history and benefits: <http://www.dpa.ca.gov/workingfamilies/home.shtm>





Work and Family Program Training Course



Resources

- ▶ [Work and Family Web Site](#)
- ▶ [Leave Programs and FMLA](#)
- ▶ [Teleworking](#)
- ▶ [Resource and Referral Service](#)
- ▶ [Employee Assistance Program](#)
- ▶ [FlexElect and Reimbursement Programs](#)
- ▶ [Dependent Care Grants](#)

Resources

Leave Programs and FMLA

Family Medical Leave Act	http://www.dpa.ca.gov/statesys/dpa/fmlamain.shtm
Eligibility and entitlements	http://www.unlv.edu/Human_Resources/Benefits/fmla.html http://www.dpa.ca.gov/textdocs/freepmls/wordformat/PML2003051.DOC

View more [information](#) on Leave programs.



Work and Family Program Training Course



Resources

- ▶ Work and Family Web Site
- ▶ Leave Programs and FMLA
- ▶ **Teleworking**
- ▶ Resource and Referral Service
- ▶ Employee Assistance Program
- ▶ FlexElect and Reimbursement Programs
- ▶ Dependent Care Grants

Resources

Teleworking

Policies and sample telework agreements	http://www.dpa.ca.gov/telework/teleworkmain.shtm http://www.dpa.ca.gov/telework/resources/home.shtm http://www.dpa.ca.gov/telework/tele_guide.pdf(Download from course) http://www.workfamily.com/

NOTE:

Guidelines for these benefits may vary depending upon the employee's bargaining unit. Employees are encouraged to contact their departmental Work and Family Representative, their Bargaining Unit, or their Personnel Office.



Work and Family Program Training Course



Resources

- ▶ [Work and Family Web Site](#)
- ▶ [Leave Programs and FMLA](#)
- ▶ [Teleworking](#)
- ▶ [Resource and Referral Service](#)
- ▶ [Employee Assistance Program](#)
- ▶ [FlexElect and Reimbursement Programs](#)
- ▶ [Dependent Care Grants](#)

Resources

Resource and Referral Service

To call toll-free:

1-866-896-1935

1-800-873-1322 (TDY)

To access on the web: <http://www.lifecare.com>

To register as initial user:

1. Click "Member Login"
2. Click on the "New User? Click Here to Register" link
3. Enter the Company Code: **california** (case sensitive), and then click on the "?" icons for on-screen instructions on how to complete the one-time registration form.

*Note: Employees who are having difficulty accessing or navigating the site can contact the **Help Desk** at: **1-888-604-9565**.*



Work and Family Program Training Course



Resources

- ▶ Work and Family Web Site
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- ▶ Teleworking
- ▶ Resource and Referral Service
- ▶ **Employee Assistance Program**
- ▶ FlexElect and Reimbursement Programs
- ▶ Dependent Care Grants

Resources

Employee Assistance Program

Professional counseling to help employees and their eligible dependents resolve emotional, family, and work life concerns	(866)-327-4762 (24 hours/7 days) (800) 327-0801 (TDD) http://www.dpa.ca.gov/benefits/other/eap/mhn/use.shtm http://www.dpa.ca.gov/benefits/other/eap/EAPFlyer.pdf http://www.dpa.ca.gov/benefits/other/eap/eapmain.shtm
Resources for Supervisors	http://www.dpa.ca.gov/benefits/other/eap/CAHandbookPDFversion.pdf
Management Consultant Service	(866) 327-4762 (24 hours/7 days) (800) 327-0801 (TDD)



Work and Family Program Training Course



Resources

- ▶ [Work and Family Web Site](#)
- ▶ [Leave Programs and FMLA](#)
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- ▶ [Employee Assistance Program](#)
- ▶ [FlexElect and Reimbursement Programs](#)
- ▶ [Dependent Care Grants](#)

Resources

Employee Assistance Program

NOTES:

- The number of sessions a State employee is eligible for varies according to employment classification and bargaining unit.
- Some State departments have their own internal EAP. Employees should contact their departmental EAP Coordinator, or visit the EAP web site for more information:



Work and Family Program Training Course



Resources

- ▶ Work and Family Web Site
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- ▶ Resource and Referral Service
- ▶ Employee Assistance Program
- ▶ **FlexElect and Reimbursement Programs**
- ▶ Dependent Care Grants

Resources

FlexElect and Reimbursement Programs

Eligibility and enrollment information	http://www.dpa.ca.gov/benefits/flex/reimbursement.shtm
CoBen cash Option	Cash in lieu of health and dental benefits, or in lieu of health benefits only http://www.dpa.ca.gov/benefits/coben/cobenmain.shtm
FlexElect Cash Option	http://www.dpa.ca.gov/Benefits/Flex/Cash.shtm
Rural Health Care Equity Program (RHCEP)	Reimbursements of certain health care expenses State employees and annuitants who do not have access to a Health Maintenance Organization (HMO). http://www.dpa.ca.gov/benefits/health/rural/ruralmain.shtm
Pre-Tax Parking Reimbursement Account	Deduction of a specified pre-tax dollar amount for work-related parking fees. http://www.dpa.ca.gov/benefits/other/parking/pretax.shtm



Work and Family Program Training Course



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- ▶ **Dependent Care Grants**

Resources

Dependent Care Grants

Learn about a grant program for State employees to establish new child care centers or expand existing child care or adult care centers. This program will end during 2005:

Program information / application forms	http://www.dpa.ca.gov/workingfamilies/Main/DC_Grants.shtm